

PARTNERS
FOR HEALTH

GUIDE *for* **LOCAL** **EDUCATION** **ABCs**



2023

HOW TO NAVIGATE

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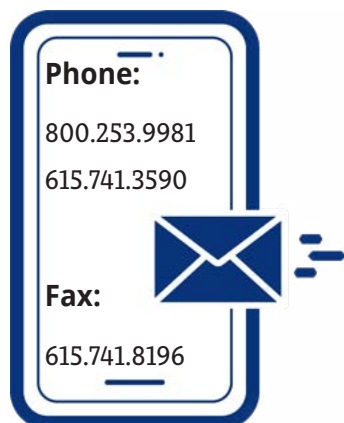
ABC Guide Contents

Required Training Reminders

- Annual HIPAA training must be completed within **30 days** of gaining access to Edison.
- New ABC training must be completed within **60 days** of gaining access to Edison.

2023 Annual Enrollment Info

- Annual Enrollment content will be posted on the ParTNers for Health website in September.



Email:
benefits.administration@tn.gov



Closed on state holidays

Commonly Used Forms



This form is used for employees to select and/or make changes to their benefits. However, there are other times this form will be used:

- If you have an employee who wants to edit their elections within their 30-day eligibility period, and they are not using Employee Self-Service, this form can be submitted to Benefits Administration through Zendesk.
- Other events including but not limited to marriage, divorce, birth, adoption, etc.
- This form can be submitted within **30 days** to elect new hire coverage in lieu of Employee Self-Service.
- **NOTE: Enrollment reminders will routinely be sent during the 30-day period.**

This is the form used if an employee and/or their dependents want to voluntarily cancel insurance. Have the employee complete and sign the form and return to Benefits Administration by uploading the document in Zendesk.

Note: Canceling is only permitted outside of Annual Enrollment due to one of the specified qualifying events listed on the form.

For BA to make a change within Edison on information such as employee or dependent names, addresses or Social Security numbers, this form should be completed and can be sent to BA by uploading the document in Zendesk.

This form should be used for all administrative errors and must be signed by the ABC and a supervisor.

QUICK LINKS

"Edison" How-To

Edison is the main database used by the State of Tennessee. As an ABC you will use Edison to hire, update, enroll and terminate benefits-eligible employees.

Eligibility, Effective & Termination Dates

Use this [Time and Date Calculator](#) to help determine the exact dates to use in Edison. Please subtract one day from the results.

Agencies have two options for eligibility and benefits begin dates but you must use the same process for all employees.

If you use the employee's hire date; benefits will begin the first day of the month after the hire date **OR**; If you use the end of the subsequent month; benefits will begin the first day of the subsequent month

For example:

- Employee hired on April 6 will have an effective date of April 6 or May 31. Their coverage will begin May 1 or June 1.
- Employee hired on August 1 will have an effective date of Aug. 1 or Sept. 1. Their coverage will begin Sept. 1 or Oct. 1.

Effective date = Insurance coverage begin date

Eligibility date = Hire date

An employee resigns on May 11.

The employee also has a payroll deduction for June coverage.

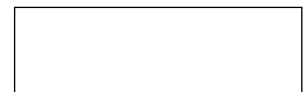
Termination date = Day after employee's last paid day

Your agency wants benefits to terminate at the end of June.

You would enter **June 30** in the **coverage end date** box.

If your agency wanted benefits to terminate at the end of May – you would enter **May 31** in the **coverage end date** box.

VIDEO TUTORIALS



Most commonly run queries on next page

*age out query example

Onboarding Employees New To Benefits

When an employee is hired in your agency, or you have an existing employee who gains eligibility due to a status change, follow this step-by-step process to enroll them in benefits.

- [Complete the Employee Insurance Checklist](#)

For New Employees

To view your ParTNers for Health Benefits Orientation video:

1. Click the link here, or on the New Employees webpage.
2. Choose 'Local Education' as your entity.
3. Choose your school system from the list.



Most Commonly Run Queries

| Query | Run Time | Description | Prompt |
|-------------------------------|------------------------------------|--|-------------------------------------|
| TN_BA162_VIEW_PAYCHECK | As needed | Shows the deductions an employee has for a specific time frame. | Employee ID + Begin date - End date |
| TN_BA219_AETP_INS_ELECTIONS | During/ After Annual Enrollment | Shows who has made changes to their health insurance during Annual Enrollment. Shows old and new coverage. | As of date |
| TN_BA219_OE_NOT_SUBMITTED | During/ After Annual Enrollment | Shows who has not submitted an enrollment. Look for the employees with "SAVED" in the "Saved but not submitted" column in the query. | As of date |
| TN_BA219_MED_DEN_COVERAGE | During/ After Annual Enrollment | Shows any new coverage that is effective Jan. 1. This query can also be run throughout the year for new hire enrollments or changes for special qualifying events. | Coverage begin date |
| TN_BA133_AUD_ESS_AFTER_OCT_20 | During/ After Annual Enrollment | Shows employee elections made through ESS with a date/time stamp after 10/1/2020. Employees submitting enrollment multiple times will show on this report. | Employee ID |
| TN_BA311_ESS_NEW_DEPENDENTS | Monthly | Shows new dependents added by employees through ESS (can be used for new hires or during Annual Enrollment). | Class + Begin date - End date |
| TN_BA219_MED_DEN_ELECTIONS | As needed | Shows all elections made in Edison during a specific date range. | Begin date - End date |
| TN_BA103_CHILD_AGE_26 | Monthly | Shows dependents approaching their 26th birthday based on a date range such as 60 or 90 days. | Begin date - End date |



Zendesk Best Practices

PRO TIP

Be sure to add your phone number to your Zendesk profile to ensure that tickets associated with your number are added to your profile.

Zendesk is a ticketing-based system that serves as your primary form of communication with Benefits Administration.

By signing into your account, you can check the status of a pending request.

BA strives to resolve reported issues within 36 business day hours. Documents submitted are processed within 2-5 business days or less.

Conference Calls and Weekly Emails

This is our way of getting important information to you and your employees. It's important that you attend the monthly conference calls and read each weekly email update.

Calls are held the second Tuesday of each month, and BA sends an email to ABCs each Friday. If you missed a conference call or weekly email, please refer to the ABC webpage.

More frequent conference calls will take place during Annual Enrollment.

Plan Document

The plan document is the legal publication that defines eligibility, enrollment, benefits and administrative rules of the State Group Insurance Program.

Insurance Cards

Members can get additional cards by contacting their insurance carrier, or by logging in to their BCBS or Cigna account.

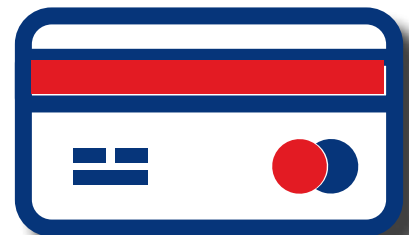
Members can also access digital cards using the carrier's mobile app.

BlueCross BlueShield of TN

1-800-558-6213 - Up to two ID cards, both with member's name, sent automatically (may be used by any covered dependent)

Cigna

1-800-997-1617 - Separate ID cards for each insured family member – with participant's name (up to four ID cards in each mailing)



| | | | | | |
|----------|--------------|--|----------|---------|--|
| A | ABC | Agency Benefits Coordinator | O | OBF | Office of Business and Finance |
| | ACA | Affordable Care Act | | OE | Open Enrollment |
| | ACH | Automated Clearing House | | One Ded | One-time Deduction |
| | ADM | Administrative | | OOPM | Out-of-Pocket Max |
| B | AE | Annual Enrollment | | OSA | Optional Special Accident |
| | BA | Benefits Administration | | OOS | Out of Sequence |
| | BEP | Basic Education Plan | P | PPO | Preferred Provider Organization |
| | BIL | Direct Billing | | PPACA | Patient Protection/Affordable Care Act |
| C | CC | Corrections and Clarification form | | PY | Payroll |
| | CNP | Cancel for Non-Payment | | REH | Rehire |
| | COC | Certificate of Credible Coverage | R | RET | Retirement |
| | CR | Cancel Request | | RFL | Return from Leave |
| D | CSA | Central State Agency | | SBB | Start Benefits Billing |
| | DEP | Dependent | | SLB | Sick Leave Bank |
| | DC-FSA | Dependent Care Flexible Spending Account | S | SQE | Special Qualifying Event |
| | DIV | Divorce | | SUS | Suspend |
| E | DNTL | Dental | | TBB | 10 Month Teacher Billing |
| | DOB | Date of Birth | | TBR | TN Board of Regents |
| | DOR | Date of Retirement | T | TER | Termination |
| | EAP | Employee Assistance Program | | TN | State (State Employees) |
| F | EBB | End Benefits Billing | | TP-FSA | Transportation Parking Flexible Spending Account |
| | EE | Employee | U | UT | University of Tennessee |
| | ELIG | Eligibility | | VIS | Vision |
| | ER | Employer | | W/C | Workers Comp |
| H | FDL | Minnesota Life (Ft. Dearborn Life) | V | | |
| | FSA | Flexible Spending Account | | | |
| | FSCM | Accounting Side of Edison | | | |
| | | | | | |
| I | HED | Higher Education | W | | |
| | HCM Benefits | (HR) Side of Edison | | | |
| | HIPAA | Health Insurance Portability and Accountability Act | | | |
| | | | | | |
| L | IC | Insurance Committee | | | |
| | LE | Local Education | | | |
| | LFSA | Limited Purpose Flexible Spending Account | | | |
| | LG | Local Government | | | |
| M | LOA | Leave of Absence | | | |
| | MAC | Maximum Allowable Change | | | |
| | MED | Medical | | | |
| | MED SUPP | Medicare Supplement | | | |
| N | MSC | Miscellaneous | | | |
| | NHE | New Hire Enrollment - Higher Education | | | |
| | NHR | New Hire Enrollment - Local Education and Local Government | | | |
| | NP | Non Payroll | | | |

ACRONYMS

**PARTNERS
FOR HEALTH**